



U.S. Department of Defense

MHS MILITARY HEALTH SYSTEM

OCIO Office of the Chief Information Officer
Acting Director Sustainment Services



Contract Summary

- Scope: Provide MHS Service Desk (MHSSD) support
- Program management personnel
 - MHSSD Task Manager –
 - MHSSD Alt Task Manager –
- Contracts
 - Who: HP
 - Period of performance: base year – Nov 1 - Oct 31, 10
 - Four option years

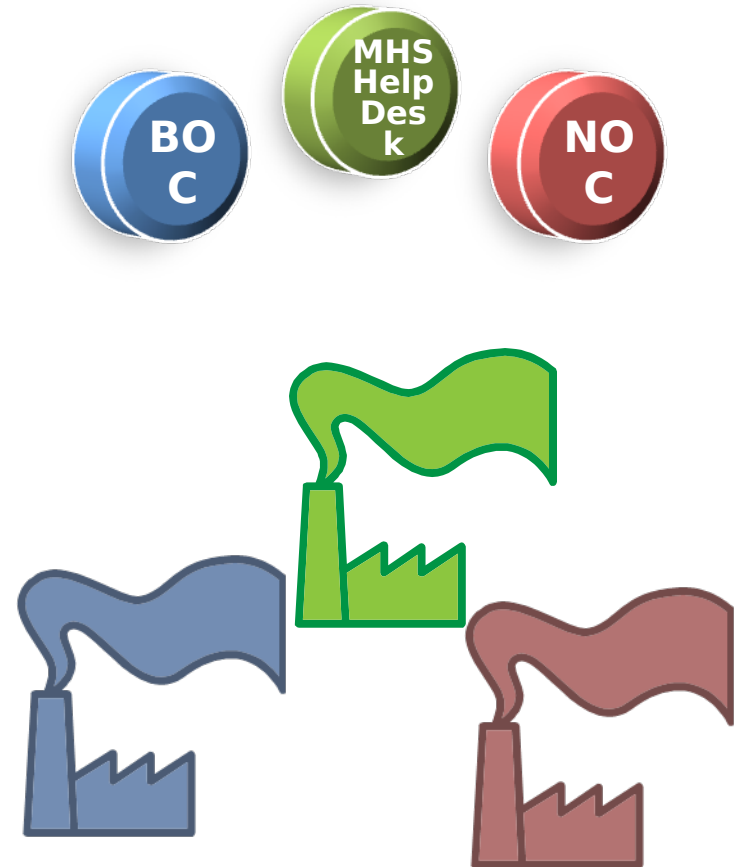
Incident/Problem Tracking Tool

- Remedy Information Technology Service Management (ITSM) version 7.x
 - Hosted by TIMPO in military (.mil) domain
 - Licenses (fixed and floating) procured for each CHCS host site
 - Supports Information Technology Infrastructure Library (ITIL) framework/processes
 - Users must have a common access card (CAC)
- Remedy phased implementation
 - Jul 09: Incident Management activated
 - Sep 09: Problem Management Module implemented
 - Nov 09: Change Management Module implemented
 - Transitioned 1.7M ManageNow - open/closed tickets into Remedy
 - May 10: BMC Analytics and Knowledge Management
 - Jul 10: Asset and Configuration Management
 - Aug/Sep 10: Service Request Management (SRM)

The Past:

BOC, NOC, & MHS Help Desk

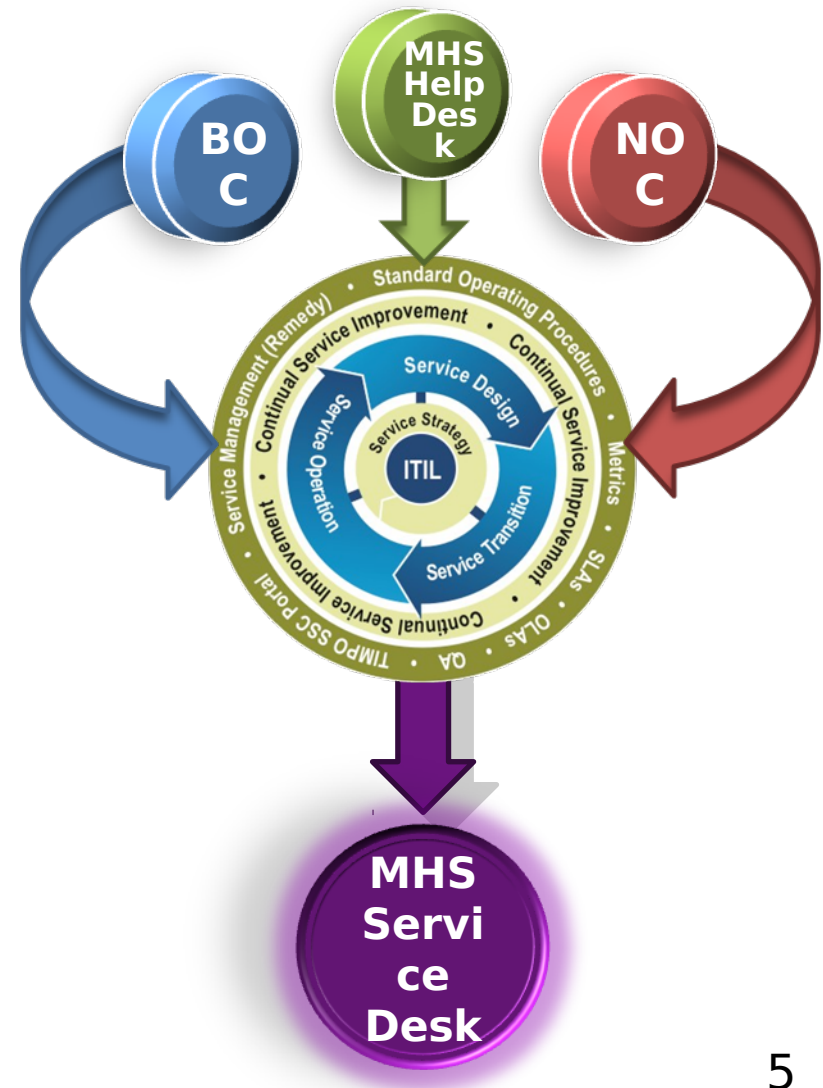
- Three separate entities + three separate contracts = Three separate efforts
- What we saw:
 - Duplication of effort
 - Disparate knowledge stores
 - Broken Communication
 - Ad hoc processes
- What customers experienced:
 - Long response times
 - Low resolution rates
 - Miscommunication



The Present:

MHSSD

- Implement ITIL version 3 methodologies
- Location consolidation
- Single point of contact
- Remedy
- Breaking down the stovepipes
 - Eliminating redundancies
 - Streamlining processes
 - Exploiting technologies



The Future: MHSSD, Optimized

- Continual service improvement
 - Evaluate & update processes
 - Training
 - Performance metrics
- Transparency & support
 - Excellence dashboard
 - BMC Analytics
 - Remedy Knowledge Management (RKM)



MHSSD

- Provides 24 x 7 x 365 consolidated service desk support
 - Tier I and II application support
 - Engineering support for network and enterprise blade servers (EBS)
- Support includes
 - Centrally managed MHS applications
 - Two legacy Service applications
 - All deployed EBS
- Will add new services to support EHR
 - Server/SAN management
 - Tier 1 and 2 application support

Tier 1 and 2 Support

- Provide 24 x 7 x 365 Tier 1 and 2 support
 - Tier 1 support
 - Collects the data required to categorize the ticket
 - Works the ticket (password resets, assistance with general questions, etc)
 - Assigns the ticket to
 - Next higher level of support at the service desk
 - Another outside agency for action
 - Tier 2 support
 - Performs account resets for applications requiring special skill sets
 - Troubleshoots incidents/problems requiring a higher level skill set
 - Assigns to another outside agency for action

Engineering Support

- Provide 24 x 7 x 365 network and enterprise blade server engineering support
 - Conducts event, incident, and problem management utilizing Remedy
 - Proactively troubleshoots
 - Network connectivity issues, including network protection components, virtual private networks (VPNs), and MEDNET
 - Network protection operation issues and real or potential threats to the MHS data and systems
 - Ensures timely implementation of all Information Assurance Vulnerability Alert (IAVA) notices and directives for equipment under their control
 - Updates Vulnerability Management System (VMS)

Network Monitoring and Performance Analysis

- Provides 24 x 7 x 365 network monitoring support
 - Monitor Non-secure Internet Protocol Router Network (NIPRNET) and community of interest (COI) availability
 - Monitor TIMPO VPN status for over 4000 VPN tunnels
 - Triage for VPN, hardware, and circuit issues
 - Support remote Network Management Systems (NMS) at 60 military treatment facilities
 - Respond to detected alarm conditions
 - Gather and analyze remote monitoring and end-to-end performance data
 - Performance degradation, detection, and trending

Network Monitoring Tools

- HP OpenView on NMS – LAN
 - Simple Network Management Protocol (SNMP)
- E2E website
 - Net IQ (network throughput / response time)
 - Topaz (application availability / response time)
 - TAPM / WDC (application user response time)
- Multi Router Traffic Grapher (MRTG) – COI WAN
- Service Assurance Agent (SAA) – COI WAN
- NetScreen Security Manager (NSM) - VPN

Performance Analysis

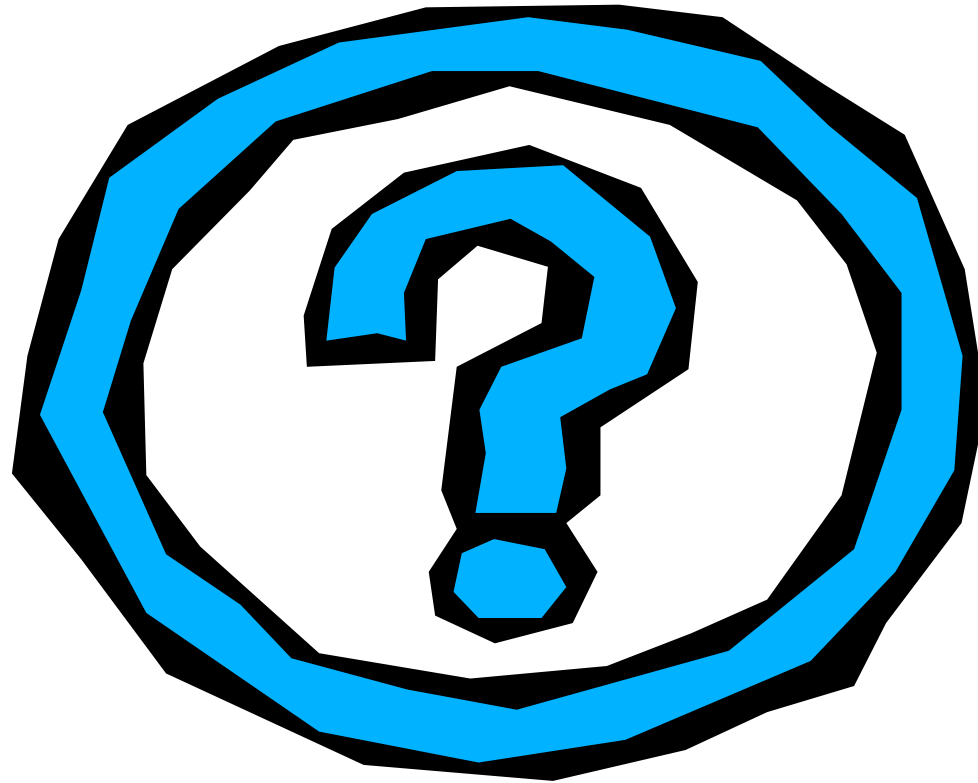
- Respond to detected alarm conditions
- Identify, refer, track circuit issues
- Resolve network related trouble tickets
 - Problem correlation
 - Root cause analysis
 - Document trouble resolution activities
- Gather and analyze remote monitoring (SNMP) and E2E performance data for threshold conditions
 - Performance degradation detection
 - Performance trending

Problem Tracking and Reporting

- Provide and track timely unscheduled downtime notifications
- Coordinate and notify
 - DISA DCCC / IP NOC / ATM NOC / JTF-GNO
 - Army TNOSC / MED NOSC
 - Air Force AFNOC / INOSCs
 - Navy NAVGNOSC (NETWARCOM)
- Track and Report AHLTA specific downtime
 - Daily downtime report
 - Weekly summary of enterprise availability
 - Rolling quarterly downtime summary

By the Numbers Jan – Jun 2010

- Average calls
 - Received per month: 28,151
 - Answered per month: 27,469
 - Abandonment rate (unadjusted): 1%
 - Abandonment rate (adjusted): 0%
- Average number of incidents logged: 33,667
- Top 5 Incidents by product with monthly average incident count:
 - DMHRSi – 12,664
 - AHLTA – 5,974
 - TOL – 3,4777
 - MHS Learn – 2,364
 - IAS – 1,518
- Top incident by Operational Category
 - DMHRSi Password Reset – 11,648 incidents logged monthly (average)



Today's MHSSD...Facts

- Serves as the entry point into the MHS IT customer support structure and provides 24 hours a day x 7 days a week x 365 days a year, toll-free, worldwide access to identify, log, analyze, escalate, track, report and resolve problems for centrally-managed MHS systems
- 157 personnel supporting all centrally-managed MHS applications used by over 9 million active and retired military personnel and their beneficiaries
- Consists of Tier I Analysts and Tier II Sr. Analysts in Application Support, and Infrastructure Engineering, Monitoring, and Systems Administration working together as an integrated team supporting TIMPO and its customers within the MHS
- Leverages Remedy 7.x for tracking on average well over 32K incidents a month
- Utilizes ITILv3 best practices and has completed rolling out several core process areas including Incident, Problem, and Event Management processes. We are currently focused on implementing the Knowledge, Asset, and Configuration Management processes
- System Administration team currently supports over 500 virtual servers worldwide hosting 11 MHS applications on the EBS at 76 different MTFs located around the globe
- Network monitoring and engineering teams actively monitor network connectivity and application performance at over 148 MTFs worldwide